Audio Unit Error Codes

(Replaces 91-007, dated October 6, 1997)

If the audio unit displays an error code, use the troubleshooting tables in this service bulletin to troubleshoot the problem. Refer to service bulletin 98-019 for CD Player/Changer exchange information.

CD Changer Troubleshooting (All except Passport)

Error Code	Symptom/Probable Cause	Solution
E-01 or E-05	The changer won't operate. A disc is caught between the magazine and roller; the unit can't load or unload the disc. If the changer is unable to load or unload the disc, the controller displays E-05. After three unsuccessful attempts, the error code will change to E-01.	Press the eject button to remove the magazine. If the magazine will not eject, manually remove the magazine from the changer (see page 3). Insert a known-good magazine that contains at least one known-good CD. Play the disc; if the code reappears, replace the changer. If the code does not reappear, inspect the customer's magazine and discs for damage or foreign materials, and clean them if necessary (see page 5).
E-02	The changer is unable to unload a disc from the player to the magazine after three attempts.	Press the magazine eject button and remove the customer's magazine. Insert an empty magazine into the changer. Eject the magazine. If a CD is still stuck in the changer, remove it manually (see page 3). Test the changer by inserting a magazine with a known-good CD. Play the disc; if the code reappears, replace the changer. If the code does not reappear, advise the customer that there is a problem with the disc.
E-03	The changer is unable to unload a disc from the player to the magazine within 3 seconds.	Press the eject button and remove the customer's magazine. If the magazine will not eject, manually remove the magazine from the changer (see page 3). Insert an empty magazine into the changer. Eject the magazine. If a CD is still stuck in the changer, remove it manually (see page 3). Test the changer by inserting a magazine with a known-good CD. Play the disc; if the code reappears, replace the changer. If the code does not reappear, replace the magazine.
E-04	The changer is unable to load a disc from the magazine to the player within 3 seconds	Press the eject button and remove the customer's magazine. Remove the disc that would not load, and insert a known-good disc. Play the disc; if the code reappears, replace the changer. If the code does not reappear, advise the customer that there is a problem with the disc.
E-06	The changer is unable to change discs in 3 seconds.	Press the eject button and remove the customer's magazine. The code will change. If it changes to "E-02," refer to the instructions above for that code. If it changes to "—," insert a known-good magazine and disc, and test CD operation.
E-07	The changer is unable to eject the magazine after three attempts.	Manually remove the magazine from the changer (see page 3).
E-30	The changer won't operate. The temperature in the changer is over 140°F (60°C).	The changer will work after it has cooled off.
EEEE or E-EE	An open or poor connection between the changer and the audio unit.	Check the connections at the changer and the audio unit. If the connections are OK, replace the harness between the changer and the audio unit.

© 2000 American Honda Motor Co., Inc. – All Rights Reserved

Skill Level
R
REPAIR

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

Error Code	Symptom/Probable Cause	Solution
——	No magazine in the changer.	Insert a magazine in the changer with at least one disc in it.
0-00	No disc in the magazine.	Insert at least one test disc in the magazine.

CD Player Troubleshooting (All except Passport)

Error Code	Symptom/Probable Cause	Solution
E-01	CD player won't operate.	Press the eject button and remove the customer's CD. Insert a known-good CD into the player. If the code reappears, replace the CD player. If the player operates with the known-good CD, inspect the customer's CD (see page 5). If the CD does not play after it is cleaned, advise the customer that there is a problem with the CD.
E-EE	An open or poor connection between the CD player and the audio unit.	Check the connection at the audio unit.
H-HH	The temperature inside the CD player is over 176°F (80°C).	The player will work after it has cooled off.
——	No disc in the CD player.	Insert a test disc in the CD player.
PE0 or CDP-E0	Error reading the disc. The disc is dirty, the disc was loaded upside down, or there is an internal problem with the CD player.	Press the eject button and remove the customer's CD. Check that the CD was installed properly. If it was inserted upside-down, advise the customer. Insert a known-good CD into the player. If the player will not play the known-good CD, replace the player. If it does play, inspect the customer's CD for damage and contamination (see page 5). If the CD does not play after it is cleaned, advise the customer that there is a problem with the CD.
PE1 or CDP-E1	Disc is warped or deformed, or there is an internal problem with the CD player.	Press the eject button and remove the customer's CD. If the CD will not eject, replace the CD player. Do not manually remove the CD from the player. Complete a CD/Tape Return Label (reorder #Y0325) and put it on the CD player before shipping. See service bulletin 98-019. The CD will be returned to the customer.
PE2 or CDP-E2	CD player stored a false code, or there is an internal problem with the CD player.	Eject the disc, then reinsert the disc. If the code does not recur, the CD player is OK. If the code recurs, replace the CD player.

Radio Troubleshooting (All except Passport)

Error Code	Symptom/Probable Cause	Solution
ERR1 thru ERR3	Incorrect anti-theft code entered.	With the ignition switch in Lock, remove the radio back-up fuse for 30 seconds to clear the code. Reinstall the fuse, turn the ignition switch to Accessory or ON, and enter the correct anti-theft code.

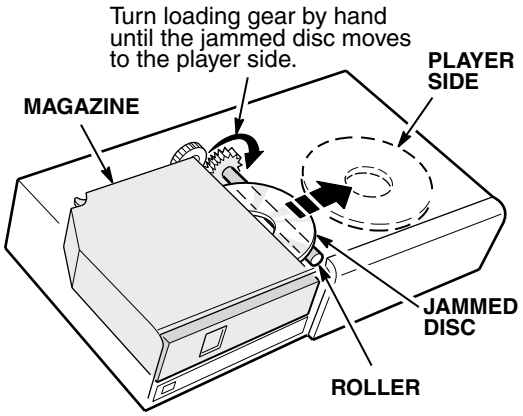
CD Player/Changer Troubleshooting (Passport only)

Error Code	Symptom/Probable Cause	Solution
ERR ERR2 NO CD	No disc in the CD player/changer.	Insert or load a test disc.
ERR 1	CD is dirty or loaded incorrectly.	Press the eject button and remove the customer's CD. Check that the CD was installed properly. If it was inserted upside-down, advise the customer. Insert a known-good CD into the player. If the player will not play the known-good CD, replace the player. If it does play, inspect the customer's CD for damage and contamination (see page 5). If the CD does not play after it is cleaned, advise the customer that there is a problem with the CD.
ERR3 ERR4	Internal problem with the CD player/changer.	Press the eject button and remove the customer's CD. Insert a known-good CD into the player/changer. If the problem recurs, replace the CD player/changer.
WAIT	CD player/changer is overheated.	The changer will work after it has cooled off.
OPEN	Changer door is open.	Close the changer door.
LOAD	Changer is loading a disc.	Wait for the disc to load.

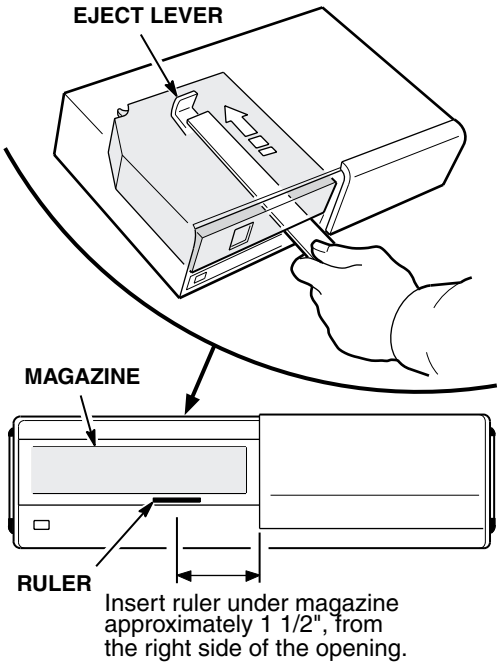
Manually Removing a Jammed Magazine (All except Passport)

One-piece door model:

1. Remove the changer from the vehicle.
2. Remove the rear cover plate from the changer, and look for a jammed disc.
3. If a disc is jammed between the player and the magazine, turn the loading gear until the disc returns to the player mechanism. **Do not** attempt to reload the disc back into the magazine.

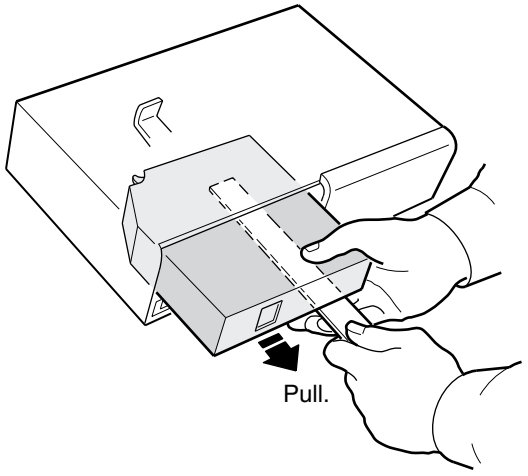


4. After the disc is loaded into the player mechanism, turn the changer so that the front is facing you.
5. Insert a thin stainless steel ruler or a "Slim Jim" under the magazine, about 1-1/2" from the right side of the opening.



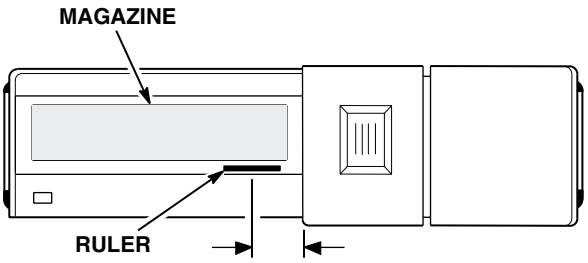
6. Push the ruler in until it presses against the eject lever at the back of the unit.

7. Slowly remove the ruler and magazine at the same time.



Two-piece door model:

1. Remove the changer from the vehicle.
2. Remove the top cover plate from the changer, and look for a jammed tray.
3. If a tray is stuck in the player, reinstall the cover and replace the changer. If all the trays are in the magazine, insert a thin stainless steel ruler or a “Slim Jim” under the magazine, about 1/2" from the right side of the opening.



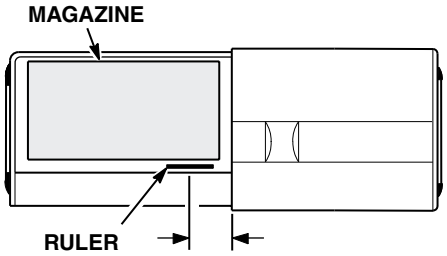
Insert ruler under magazine approximately 1/2", from the right side of the opening.

4. Push the ruler in until it presses against the eject lever at the back of the unit.
5. Slowly remove the ruler and magazine at the same time.

Manually Removing a Jammed Magazine (Passport only)

One-piece door model:

1. Open the changer door.
2. Check to see if all the trays are in the magazine.
   - If a tray is stuck in the changer, replace the changer.
   - If all the trays are in the magazine, place the changer in a horizontal position, and insert a thin stainless steel ruler or a “Slim Jim” under the magazine, about 1/2" from the right side of the opening.

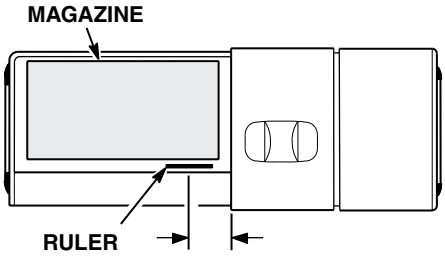


Insert ruler under magazine approximately 1/2", from the right side of the opening.

3. Push the ruler in until it presses against the eject lever at the back of the unit.
4. Slowly remove the ruler and magazine at the same time.

Two-piece door model:

1. Remove the changer from the vehicle.
2. Remove the top cover plate from the changer, and inspect for a jammed tray.
   - If a tray is stuck in the changer, replace the changer.
   - If all the trays are in the magazine, place the changer in a horizontal position, and insert a thin stainless steel ruler or a “Slim Jim” under the magazine, about 1/2" from the right side of the opening.

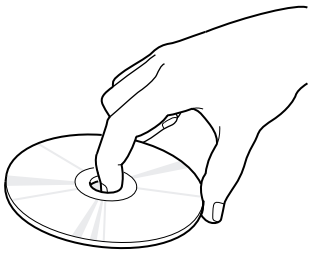


Insert ruler under magazine approximately 1/2", from the right side of the opening.

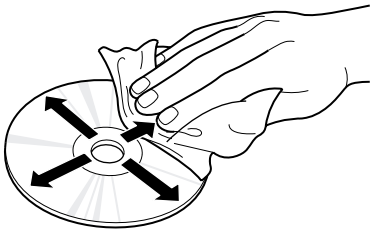
3. Push the ruler in until it presses against the eject lever at the back of the unit.
4. Slowly remove the ruler and magazine at the same time.

Handling and Inspecting Compact Discs

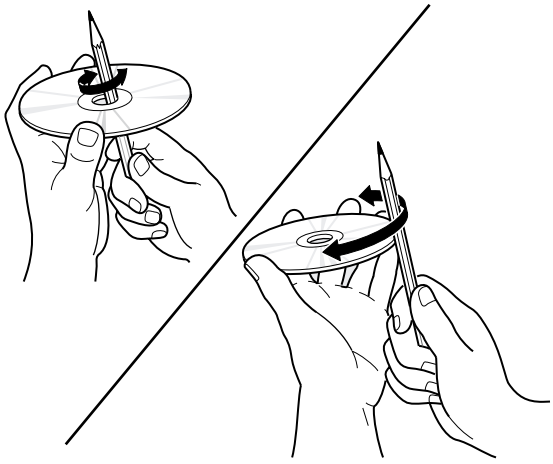
- Handle a CD by its edges; never touch the flat surfaces. Contamination from fingerprints, liquids, felt-tip pens, and labels can cause the CD to not play properly, or possibly jam in the drive.



- When cleaning a disc, use a clean soft cloth. Wipe across the disc from the center to the outside. Do not wipe the disc in a circular motion.



- A new CD may be rough on the inner and outer edges. The small plastic pieces causing this roughness can flake off and fall on the recording surface of the disc, causing skipping or other problems. Remove these pieces by rubbing the inner and outer edges with the side of a pencil or pen.



- Various accessories are available to protect CDs and improve the sound quality of CDs. These accessories increase the thickness or diameter of the discs, and should not be used in CD changers.